

## AMENDMENT

Please replace all prior versions and listings of claims with the following listing of claims.

### LISTING OF CLAIMS:

1. **(Currently Amended)** A method of providing service level management for a business process of an entity, the business process supported by a network, the method comprising steps of:

identifying a plurality of services that the network provides for the entity in performance of the business process, the business process being supported by the plurality of services, each of the plurality of services being supported by a plurality of network components;

identifying, for at least one of the plurality of services, a service parameter that provides a measure of a service level of the at least one of the plurality of services;

identifying a component parameter that measures a performance of one of the plurality of network components;

identifying a relationship between the component parameter and the service parameter;

~~determining a value of the component parameter;~~

monitoring ~~the~~ a value of the component parameter via a management protocol understood by an electronic device associated with the network; and

taking an action in the electronic device to determine the service level of the at least one of the plurality of services from the value of the component parameter to provide service level management of the business process.

2. **(Cancelled)**

3. **(Previously Presented)** The method of claim 1, further comprising a step of, controlling the one of the plurality of network components to establish the service.

4. **(Currently Amended)** The method of claim 1, wherein software agents are utilized to monitor the one of the plurality of network components.

5. **(Previously Presented)** The method of claim 4, wherein the software agents monitor and control the value of the component parameter.

6. **(Previously Presented)** The method of claim 4, wherein the software agents receive one or more inputs and perform one or more actions based on the one or more inputs.

7-9. **(Cancelled)**

10. **(Currently Amended)** The method of claim 1, further comprising a step of, comparing the ~~variable~~ service parameter to the service level.

11. **(Previously Presented)** The method of claim 1, further comprising a step of, incorporating in a service level agreement the service level for the service.

12. **(Previously Presented)** The method of claim 11, further comprising a step of reporting whether the service level of the service level agreement is satisfied for a designate time.

13. **(Previously Presented)** The method of claim 1, wherein each of the plurality of network components are represented by one or more component parameters values stored at the plurality of network components, and the monitoring step comprises a step of accessing the values at the plurality of network components using a management protocol.

14-18. **(Cancelled)**

19. **(Withdrawn)** In a system associated with a network, a method of providing service level management in the network, the method comprising steps of:

receiving at an interface of the system input from a user identifying network related services required by a business process, the services being composed of a plurality of network components;

receiving at the interface of the system input from the user identifying service parameters marked by service levels for each service, each of the service parameters is a variable whose value is an index representative of an operational characteristic of an associated service; and

receiving at the interface of the system a request from the user to evaluate the service parameters to monitor the service levels of each service to provide service level management.

20. (Cancelled)

21. (Withdrawn) The method of claim 19, further comprising a step of, receiving at the interface of the system input from the user identifying component parameters for each component.

22. (Withdrawn) The method of claim 21, further comprising steps of, receiving a plurality of values for the component parameters; and outputting a value of at least one service parameter.

23. (Withdrawn) The method of claim 22, further comprising a step of, receiving input from the user identifying one or more agents to monitor each of the component parameters.

24. (Withdrawn) The method of claim 23, further comprising a step of, integrating management of the components with management of the services.

25. (Withdrawn) The method of claim 21, further comprising steps of, measuring component parameters, and mapping the measured component parameters to the service parameters.

26. **(Withdrawn)** The method of claim 19, wherein the service parameters and service levels are provided in a service level agreement.

27. **(Withdrawn)** The method of claim 26, wherein the service parameters are measured for a designated time and compared to the service levels in the service level agreement.

28-29. **(Cancelled)**

30. **(Previously Presented)** The method of claim 1, wherein the step of taking an action includes the step of generating a report indicating operational characteristics for the at least one of the plurality of services for a selected period.

31. **(Previously Presented)** The method of claim 1, wherein the step of taking an action includes the step of adjusting an operational characteristic of the network based on the determined service level of the at least one of the plurality of services.

32. **(Currently Amended)** The method of claim 1, wherein the step of taking an action includes the step of comparing ~~the at least one~~ a value of the ~~variable~~ service parameter to a stored value to determine the service level.

33. **(Previously Presented)** The method of claim 1, wherein the step of taking an action includes the step of calling a function to determine the service level, wherein the value serves as an argument for the function.